

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

*O I P E I A P 2
NOV 22 2005
PATENT & TRADEMARK OFFICE*

In re Application of: Shmuel Shaffer et al.
Serial No.: 10/016,862
Filing Date: December 13, 2001
Group Art Unit: 2642
Examiner: Rasha S. Al Aubaidi
Title: **METHOD AND SYSTEM FOR AUTOMATIC CALL
DISTRIBUTION BASED ON NETWORK RESOURCE
AVAILABILITY AND AGENT SKILLS**

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir:

RESPONSE PURSUANT TO 37 C.F.R. § 1.111

In response to the Office Action mailed September 9, 2005, Applicants respectfully request the Examiner to reconsider the rejection of the claims in view of the following amendments and remarks.

ATTORNEYS DOCKET
1450-062891.0665

11-25-05

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2642
PATENT APPLICATION
10/016,862

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Dear Sir:

CERTIFICATE OF MAILING BY EXPRESS MAIL

I hereby certify that the attached Response pursuant to 37 C.F.R. § 1.111 (19 pages),
Baker Botts return postcard (1 postcard), and this Certificate of Mailing are being deposited
with the United States Postal Service "Express Mail Post Office to Addressee" service under
37 C.F.R. § 1.10 on this 22nd day of November 2005 and is addressed to the Commissioner
for Patents, P.O. Box 1450 Alexandria, VA 22313-1450.


Levado Hamilton

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